Service Level Agreement	Target Performance	Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	97%
Call Abandonment Rate	Less then 5% Abandoned	1%
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%
Email Response Rate	98% Response within 1 business hour	100%
User Sampling Survey	95% Of Satisfied Customers	96%
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*	98%

	Target	Performance	
Account Management	8 Business Hours	99.5%	
Applications	16 Business Hours	94.4%	*Excluding GMIS & SIRS*
Data Management	32 Business Hours	98.3%	
Database	32 Business Hours	100%	
Hardware	40 Business Hours	97.2%	
Operating System	24 Business Hours	98.4%	
Telecomm	12 Business Hours	98.9%	

Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.9%
Dial-Up Availability	24x7 Availability (99.9%)	99.9%
Switch Availability	24x7 Availability (99.9%)	99.9%
VPN Availability	24x7 Availability (99.9%)	99.9%
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.9%

Server and Storage Administration

Overall Average Windows Server Availability		99.9%

	Target	Performance
Citrix Server Availability	99.9% Availability	100%
E-Mail Server Availability	99.9% Availability	100%
Shared File Server Availability	99.9% Availability	99.9%
SQL Server Availability	99.9% Availability	100%
Web/App Server Availability	99.9% Availability	99.9%

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98%)	99%
New Network Account Requests	Creation Within 2 Business Days (99%)	99%
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%

In compliance
Within Tolerance
Out of compliance
Insufficient data available this month

Run Date   3/5/2008